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FPM Survey of User Satisfaction With EHR Systems

The survey takes minutes, your response will help hundreds of colleagues, and you just might win an iPad.

You very likely have strong opinions about the electronic health record system (EHR) you use – opinions that would help any physician who might be thinking about installing the same EHR. Whether you like your system or hate it, here's your chance to make your views clear to all the readers of *Family Practice Management* (*FPM*) – and to the vendors who monitor our survey results. Just take a few minutes to complete the 2012 EHR user-satisfaction survey. With practices already collecting incentives from the government for meaningful use of EHRs, more and more physicians are getting into the market, so this is a particularly good time to make your opinion known. You can help colleagues across the country select the best systems for their practices and avoid costly mistakes. We will publish product-specific results in an upcoming issue of *FPM*.

About the survey

The survey is open to AAFP members who use commercial EHRs. We don't survey on a preselected set of EHR systems; rather we will report results for any commercial EHR system used by enough respondents. Consequently, we encourage all members who use EHR systems to respond; the more who respond, the more EHR systems we'll be able to report on and the more complete the report will be.

But I took the survey last time. Our last satisfaction survey was fielded almost a year and a half ago[1] (results were published in our July/August 2011 issue[2]), and things change quickly in health information technology. Your system has probably been upgraded, you've had more time to get used to it, and your opinion may have changed in all those months.

But my partner is taking the survey. If you and your partner are like most family physicians, you don't agree on everything. Your opinion counts, and so does your partner's. We need to hear from you both – and the rest of your colleagues too. If there are six of you, you probably have six different opinions of the system you use. And the more responses a given system gets, the more likely it is to be included in the report of results.

But I'm not computer savvy. We need to hear from all segments of the membership, not just the enthusiasts and experts. If you're bewildered by your EHR, prospective users probably would be too. ➤

Article Web Address: http://www.aafp.org/fpm/2012/0500/p19.html

But I just hate our EHR. Then don't you think it's important to tell colleagues who might be thinking of buying it?

What's in it for you

Your response will provide feedback to vendors that spurs improvements – perhaps even in the EHR you use. In addition, one randomly selected respondent will receive an Apple iPad, and 10 others will receive complimentary one-year subscriptions to the *FPM* print edition.

Taking the survey

To make it easy to respond, we are publishing the survey instrument in the print issue of *FPM* and on the *FPM* website. The easiest way to submit a survey is to go online to http://www.aafp.org/fpm/ehrsurvey. Alternatively, you can use the copy on this page and the next or download a PDF version of the survey from http://www.aafp.org/fpm/2012/0500/p19.html, complete it by hand, and fax the results to us at 913-906-6010.

Be sure to respond by July 31, 2012. Your colleagues will thank you. **FPM**

Send comments to **fpmedit@aafp.org.**

1. Adler KG, Edsall RL. The 2011 *FPM* survey of user satisfaction with EHR systems. *Fam Pract Manag.* 2011;18(1):15-17.

2. Edsall RL, Adler KG. The 2011 EHR user satisfaction survey: responses from 2,719 family physicians. *Fam Pract Manag.* 2011;18(4):23-30.

About the Authors

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THE 2012 *FPM* ELECTRONIC HEALTH RECORD (EHR) USER-SATISFACTION SURVEY

Your name:

Your seven-digit AAFP membership number: ____ ____ ____ ____ ____ ____ ____

EHR product name:

EHR version number:

Take the Survey Online Now

Did you help select this EHR for your practice?	☐ Yes ☐ No
How long have you used this EHR?	☐ 1 year or less ☐ 1+ to 3 years ☐ 3+ to 5 years ☐ 5+ to 10 years ☐ 10+ to 15 years ☐ More than 15 years
How skilled are you in the use of this EHR?	Novice Average user Expert ☐ ☐ ☐ ☐ ☐
How many physicians (in all specialties) are in your practice, including yourself?	☐ 1 ☐ 2 ☐ 3-5 ☐ 6-10 ☐ 11-20 ☐ 21-50 ☐ >50
What specialties use this EHR system in your practice?	☐ Family medicine only ☐ Primary care only (FM, IM, Peds) ☐ Primary care plus others
During the last 10 years, how many ambulatory-care EHRs (including this one) have you used in this or any prior practice?	☐ 1 ☐ 2 ☐ 3 ☐ 4 or more
Have you successfully attested to the Medicare or Medicaid EHR incentive program that you are a "meaningful user"?	☐ Yes ☐ No
Have you ever switched to a new EHR because you or others in your practice were unhappy with your prior EHR?	☐ Yes ☐ No

Disclosure (select one):

☐ A. Neither I nor any member of my immediate family has a significant financial interest in or affiliation with a manufacturer or vendor of any EHR system.

☐ B. I and/or one or more members of my immediate family have a significant financial interest in or affiliation with a manufacturer or vendor of an EHR system.

If you selected B, please explain:

Please indicate the extent to which you agree or disagree with the following statements:	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Unsure
I can document care easily and efficiently with this EHR.	☐	☐	☐	☐	☐	☐
I can find the information I need easily and efficiently with this EHR.	☐	☐	☐	☐	☐	☐
This EHR clearly displays the information I need without unnecessary information or other clutter.	☐	☐	☐	☐	☐	☐
This EHR helps me avoid making mistakes.	☐	☐	☐	☐	☐	☐
Using this EHR, I can create notes that promote better patient care; for instance, other physicians would find that the notes provide all the information they need in an easy-to-digest format.	☐	☐	☐	☐	☐	☐
This EHR allows me to complete tasks efficiently, without seemingly unnecessary steps.	☐	☐	☐	☐	☐	☐
This EHR helps me focus on patient care rather than on the computer.	☐	☐	☐	☐	☐	☐
This EHR presents alerts that are concise, appropriate, and helpful.	☐	☐	☐	☐	☐	☐
This EHR provides useful tools for disease management (for instance, diagnosis-specific prompts, alerts, and patient education materials).	☐	☐	☐	☐	☐	☐
This EHR provides useful tools for preventive medicine (for instance, flow sheets, alerts, and patient education materials).	☐	☐	☐	☐	☐	☐
This EHR makes it easy to qualify for meaningful use incentive dollars from Medicare or Medicaid.	☐	☐	☐	☐	☐	☐
This EHR doesn't just enable me to meet meaningful use criteria; it actually helps me provide better patient care.	☐	☐	☐	☐	☐	☐
E-prescribing is fast, easy, and error-free with this EHR.	☐	☐	☐	☐	☐	☐
Intra-office messaging and tasking are fast, easy, and effective with this EHR.	☐	☐	☐	☐	☐	☐
Learning to use this EHR is easy.	☐	☐	☐	☐	☐	☐
Our EHR vendor provides excellent support (for instance, fixing bugs quickly, offering useful training, and providing timely upgrades that go well).	☐	☐	☐	☐	☐	☐
This EHR helps me see more patients per day (or go home earlier) than I could with paper charts.	☐	☐	☐	☐	☐	☐
I enjoy using this EHR.	☐	☐	☐	☐	☐	☐
I am highly satisfied with this EHR.	☐	☐	☐	☐	☐	☐
Use this space to add a comment if you wish.						

One last request

Now that you have completed the survey, encourage at least one colleague to do so too. It can be someone in your practice or another practice. The survey is open to all AAFP members, and the results will be useful in direct proportion to the number of physicians who complete it. Please fax the completed survey to *FPM* at 913-906-6010. Thank you.